

SITHGAM022

Provide Responsible Gambling Services

Final Practical Test – Assessor Only

Final Practical Test – Assessor Only Instructions

Who is this document for?

The assessor.

1 copy is needed for each learner being assessed.

What is in this document?

- Instructions on how to run the practical assessment.
- Guidelines for determining competency.
- A pre-assessment checklist.
- The practical assessment tasks that need to be completed.
- Content from the unit of competency being assessed in each task.
- An Assessment Summary.
- Any relevant documents, forms or checklists for the learner to use during the assessment (if required).

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the assessment as part of your validation process.
3. Set the reading and test time limits that are highlighted in pink.

See the 'Read Me First' document for a complete set of instructions on how to use these resources.

Assessment Instructions for Assessors

This assessment has been developed for assessing a cohort of learners for providing responsible gambling services in the hospitality industry, under direct supervision, either in an actual or simulated work environment.

The assessments cover the requirements of the unit of competency SITHGAM022 Provide Responsible Gambling Services.

The assessment for this unit has been divided into 2 parts:

1. Theory Assessment (*see Final Theory Test*).
2. Practical Assessment (*This document*).

A person who is appropriately qualified and experienced, in line with the requirements of the unit, must administer the assessment.

Evidence other than that collected through the use of this assessment tool may be considered provided that it is in line with the rules of evidence, the training package requirements and the training organisation's policies and procedures. Any evidence, including evidence gathered through the use of this assessment tool, must follow the rules of evidence in order to be considered as contributing to a learner's demonstration of competency.

Conducting the Practical Assessment

You will need a copy of this document for each learner to be assessed.

The purpose of this assessment is to gather evidence relating to a unit of competency to determine whether or not the learner has demonstrated the skills and knowledge required by the unit to be considered competent.

All practical assessments must be undertaken in the workplace or under realistic workplace conditions, which include:

- The use of full-scale equipment.
- Timely and consistent completion of assessments reflective of outcomes expected in the workplace.
- Completing assessments regardless of weather conditions and responding appropriately to the environment.
- Acting in accordance with site and safety procedures, requirements and regulations.

Details specific to each assessment are recorded in the Assessment Plan document. Please refer to this plan in preparation for any assessments.

1. You must direct each learner to the practical assessment section at the back of the Learner Guide which outlines the practical assessments to be completed, before the assessment begins
2. You need to brief learners on the assessment tasks contained in the practical assessment. Answer any questions that they may have.
3. You must supervise learners at all times during the assessment. Each learner must be observed to satisfactorily complete each task, even in situations where the work is completed by a team.
4. Learners may not use any references, books or course notes during the assessments, unless these resources are common to completing the task when performed in the workplace.
5. All assessments must be satisfactorily completed. If a learner does not satisfactorily complete an assessment, a result of 'Not yet competent' will be recorded.
6. Learners should be able to complete the test in [99] minutes. The time stated is a guide only. If a learner cannot complete the assessment in the stated time then this needs to be considered when assessing overall competency.
7. You may ask questions during the practical assessment to ascertain the knowledge of learners and reasoning for specific action required by the task. Learners may also be required by the task to explain what they are doing. You must record these comments and any other observations in the Notes & Observations section of the practical assessment.

Assessment Safety Considerations

You must make sure all required Personal Protective Equipment (PPE) is available, and that all learners are correctly fitted with PPE before the practical assessment begins.

You should ensure that any faulty or defective equipment intended for the purpose of hazard identification, or equipment checks are secured away from serviceable equipment to prevent an unsafe situation occurring during the test.

Grounds for Stopping the Assessment

If, at any time during the practical test, any learner acts in a manner that endangers themselves, others, equipment or property, the assessment must be stopped immediately. You are required to identify the dangerous act to the learner and re-schedule the test for a later time.

Determining Satisfactory Completion

In order for a learner to achieve a satisfactory outcome for the practical assessment they will need to:

- ✓ Complete all tasks and assessments in their entirety.
- ✓ Complete all tasks and assessments satisfactorily, in a timely manner, representative of real world conditions, expectations and outcomes.
- ✓ Where a task benchmark is marked no (N) please make appropriate notes in the section provided.
- ✓ Complete all tasks and assessments safely, using the correct techniques and methods and ensuring own safety and the safety of others at all times.
- ✓ Working with others, where necessary, to safely, effectively and efficiently achieve all outcomes of the assessments.

Completing the Assessment Summary and Determining Competency

An Assessment Summary is included at the end of this document and must be completed at the conclusion of both the theory and practical parts of the Final Test (summative assessment).

If the learner does not complete or achieve a satisfactory outcome in any assessment you should consider the learner as "not yet competent".

Copies of all evidence gathered during training and assessment should be attached to the assessment summary for record keeping purposes.

A copy of the assessment summary results and sign-off should be provided to the learner at the conclusion of the course.

SITHGAM022 Provide Responsible Gambling Services Practical Assessment

Learner Name:		Location of Assessment:	
Assessor Name:			
Date of Assessment:			

Pre-Assessment Checklist:

- Assessment plan reviewed and validated.
- All resources required to conduct assessment are available.
- Site and weather conditions are appropriate and suitable for assessment.
- Learner is wearing appropriate clothing to participate safely in the assessment.
- Learner has completed adequate training prior to attempting this assessment.
- Assessor qualifications are current and relevant to the assessment.

Notes/comments:

Assessment 1 – Identify Responsible Gambling Requirements

Assessment Checklist:

The learner is required to identify responsible gambling requirements and the reasons that are important including:

a) Explaining the public interest reasons for implementing responsible service of gambling practices.

Did the learner correctly identify and explain the public interest reasons for implementing responsible service of gambling practices?	Y	N
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Did the learner use clear and accurate terminology?	Y	N
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b) Identifying the roles of various personnel in providing responsible gambling services including:

- ◆ Individual staff members.
- ◆ Supervisors.
- ◆ Managers.

Did the learner correctly identify the role of individual staff members in providing responsible gambling services?	Y	N
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Did the learner correctly identify the role of supervisors in providing responsible gambling services?	Y	N
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Did the learner correctly identify the role of managers in providing responsible gambling services?	Y	N
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c) Identifying the key requirements of responsible gambling services including:

i) House policies.

Did the learner correctly identify house policies?	Y	N
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Was the learner able to accurately interpret and explain how the policies would impact on their role?	Y	N
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ii) Industry and organisational codes of practice.

Did the learner correctly identify industry and organisational codes of practice?	Y	N
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Was the learner able to accurately interpret and explain how the codes of practice would impact on their role?	Y	N
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iii) State and territory gaming legislation and regulations.

Did the learner correctly identify state and territory gaming legislation and regulations?	Y	N
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Was the learner able to accurately interpret and explain how the regulations would impact on their role?	Y	N
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iv) State and territory licensing authority regulations and policies.

Did the learner correctly identify state and territory licensing authority regulations and policies?	Y	N
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Was the learner able to accurately interpret and explain how the regulations and policies would impact on their role?	Y	N
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d) Identifying the appropriate organisational processes to deal with the following gambling situations:

i) A customer requesting self-exclusion or assistance.

Did the learner correctly identify the appropriate organisational processes to respond to a customer requesting self-exclusion or assistance?	Y	N
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ii) A customer requesting counselling services.

Did the learner correctly identify the appropriate organisational processes to respond to a customer requesting counselling services?	Y	N
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iii) Venue exclusion or a self-identified problem gambler, including those initiated by a third party.

Did the learner correctly identify the appropriate organisational processes to deal with to venue exclusion or a self-identified problem gambler, including those initiated by a third party?	Y	N
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iv) Dealing with disputes or complaints.

Did the learner correctly identify the appropriate organisational processes to deal with disputes of complaints?	Y	N
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Assessment 1 – Identify Responsible Gambling Requirements

v) Refusing credit.

Did the learner correctly identify the appropriate organisational processes to deal with refusing credit?

Y

N

vi) Under-age gambling.

Did the learner correctly identify the appropriate organisational processes to deal with under-age gambling?

Y

N

Notes & Observations:

Completion of Assessment

Not Satisfactory

Satisfactory

Assessment Summary

SITHGAM022 Provide Responsible Gambling Services

Learner Name:		Assessor Name:	
RTO Name:		Assessor Contact Number:	
RTO Number:		Date of Assessment:	

Review Questions (<i>Formative Assessment</i>)		Not Completed	<input type="checkbox"/>	Completed	<input type="checkbox"/>
Final Test (<i>Summative Assessment</i>)	Theory	Not Satisfactory	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>
	Practical	Not Satisfactory	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>
Outcome of Assessment		Not Yet Competent	<input type="checkbox"/>	Competent*	<input type="checkbox"/>

*Achieved satisfactory completion for all theory and practical assessments.

Comments:
This area is used for adding any comments, feedback or notes about the assessment, further action required for additional training and re-assessment.

Assessor Declaration:

I, the person conducting the assessment, declare that the above-mentioned learner participated in an appropriate assessment in accordance with the assessment plan, and outcomes and objectives of the unit of competency. The information recorded above is a true reflection of this learner’s assessment. The learner has been provided with feedback and informed of the assessment result and the reasons for the decision.

Assessor Name
Assessor Signature
Date

Learner Declaration:

I declare that the information contained in this Assessment Summary is accurate and is a true reflection of the assessment I have undertaken. I have been given feedback on my performance and the evidence I have provided. I have been informed of the assessment result and the reasons for the decision.

Learner Name
Learner Signature
Date